CITY OF NORWALK
PARKING AUTHORITY
REGULAR MEETING
May 30, 2012

ATTENDANCE: Bryan Meek, Chairman
Chris Bakes
Mike Harden
Sarah Mann

STAFF: Hal Alvord, Public Works Director
Kathryn Hebert, Administrative Services Manager
Dilene Byrd, Secretary

OTHERS: Stathis Manousos, General Manger, LAZ Parking
David Lew, General Manager, LAZ Parking

CALL TO ORDER

Mr. Meek called the meeting to order at 6:00PM

1. INTRODUCE NEW AUTHORITY MEMBER- SARAH MANN

Mr. Meek introduced new parking authority member Sarah Mann.

2. APPROVE THE MINUTES FROM THE PARKING AUTHORITY MEETING HELD ON WEDNESDAY, MARCH 28, 2012

**MR. BAKES MOVED TO APPROVE THE MINUTES
** MOTION PASSED
** ONE ABSTENSION- MS. MANN

3. AUTHORIZE THE CHAIRMAN OR THE VICE CHAIRMAN OF THE NORWALK PARKING

AUTHORITY TO EXECUTE A TEMPORARY PARKING PLAN WITH MARTIN LUTHER KING BOULEVARD, LLC TO PROVIDE TEMPORARY PARKING ON MARTIN LUTHER KING DRIVE BOULEVARD/ FRANKLIN STREET DURING THE BROWNSFIELD REMEMDIATION PROJECT AT THE SOUTH NORWALK RAILROAD STATION ON THE EASTBOUND PARKING AREA.

Mr. Sweeney said that the Redevelopment Agency had applied and received a $300,000 State grant through the Brownsfield Program and as part of that grant the South Norwalk Railroad Station was identified as being a good candidate for remediation. He said that there were a number of areas from study that was done that were identified as having some contaminated materials on the eastbound side in the parking area. He said that the work has been put out to bid and Waters Construction Company was the low bidder and the contract is now in the process of being executed. He said that there will be approximately 60 cars displaced while the work is being done, and the grant will not reimburse any lost revenue to the Parking Authority. He said that staff has spoken to the owner of the Franklin Street lot and if some temporary improvements are done to the lot he has agreed that it be used for a six month period with an option to lease it for an additional six month period at no cost to the Parking Authority. Mr. Meek asked how much it will cost the city to make the improvements to the lot. Mr. Sweeney said approximately $40,000. Mr. Bakes asked if the owner is willing to sell the lot, and if so for how much. Ms. Hebert said that she has not had that conversation with him but that he is very collaborative. Mr. Bakes asked if there will be a clause in the contract that states the city is not liable for the materials and once the installation is done that it can not be removed. Mr. Sweeney said that he believes there is but that the agreement is still in the process of being drafted. Mr. Harden asked if there will be anything done in the means of security. Mr. Sweeny said that there will be a fence installed as well as some additional lighting.

**** MR. HARDEN MOVED TO APPROVE THE ITEM**
**** MOTION PASSED UNANIMOUSLY**

4. AUTHORIZE THE CHAIRMAN OR THE VICE CHAIRMAN OF THE PARKING AUTHORITY NOT TO RENEW THE ATM AGREEMENT WITH BANK OF AMERICA, N.A. WIHICH ENDS ON JUNE 30, 2012.

Ms. Hebert said that the current contract with Bank of America will expire on June 30, 2012, and that they were willing to increase their payment to the Parking Authority by 3% a month which is approximately $1,000 per month. She said that staff had done some research and found that the ATM market is very competitive and people are offering an average of $4,000 per month. She also said that they think that there is enough demand to put two ATM machines at the South Norwalk Railroad Station and one at the Maritime Garage and because of the design of the machines there will be advertising revenue opportunities as well. Ms. Mann asked if a new vendor will be ready to install by July 1, 2012. Ms. Hebert said “yes”. Mr. Harding asked if the Parking Authority would have any say in the fees that they charge the customers. Ms. Hebert said that they could probably negotiate a market rate cap. Mr. Meek requested that language be added to the agreement that states that they charge market rates for their transaction fees.

**** MR. BAKES MOVED TO APPROVE THE ITEM**
**** MOTION PASSED UNANIMOUSLY**

GENERAL INFORMATION

1. MONTHLY FINANCIAL REPORT

Ms. Hebert said that the year end net capital reserve will be approximately $350,000, which is mostly due to the non existent snow season. Mr. Meek asked if additional staff has been added. Ms. Hebert said “yes”. Mr. Meek requested that a “full-time equivalent” line be added to the monthly financial report.

Ms. Hebert said that a five year projection had been done when the operating budget was being developed for 2013 and will now be looking at that again given some of the updated collection procedures have changed to the positive. She also said that due to the substantial increase in the debt service over the next several years it will need to be closely monitored and that staff will continue to seek out diversified revenue sources and not depend solely on parking fees and violation revenues. Mr. Meek asked if the finance department tracks what is actually owed on each of the garages. Ms. Hebert said “yes” and that she will forward that information to him.

2. MONTHLY OPERATING REPORT

Mr. Lew said that through April 2012, the demands on the parking system were down 4.0% compared to last year and that demands are down 6.27% compared to last month. Mr. Manousos said that the decrease in demand is consistent with multiyear trends that show a decrease from March to April and is also a similar experience in other facilities around the state.

Mr. Lew said that through April 2012, the demands at the Maritime Garage are up 5.5% and were up 33.1% compared to last month. He said that the HD camera installations have been completed at the entrance to the garage and the reception area and the cameras on the fifth and sixth floor are near completion.

Mr. Lew said that the demands at Webster Lot were down 10.2% compared to last year and were down 20.7% from last month.

Mr. Lew said that the demands at Haviland Deck are down 5.3% compared to last year and were down 17.7% from last month. He said that the ambassador-customer service personnel has now been increased to include Thursday evening as there has been an increased traffic flow at the end of the week. He said that staff is looking into relocating the pay station based of complaints that have been received, and are also looking at replacing the customer service booth and are now in the process of obtaining quotes. He said that the demands at the North Water lot are down 3.7% but are up 1.0% from last month. He said that on street parking demands are down 4.5% compared to last year and that revenue has increased 4.4% because the average transaction amount has increased. He said that the meter revenue is above budgetary expectations and that the installation of twelve meters on Monroe Street has been completed. He said that the Madison Street meters have been reprogrammed for long term parking to serve as an option for the SNRR parkers.

Mr. Lew said that the daily parking demands at the South Norwalk Railroad Station are down 2 .5% and that there is currently a waiting list for permit parkers and that there are approximate 340 people on the waiting list. He said that the revenue in April from the Henry Street spaces was up 26.3% from March and that they operate in a similar manner to the daily South Norwalk Railroad un-gated surface lot.

Mr. Lew said that at the East Norwalk Railroad Station permit issuance has been stable and that there is a waiting list for monthly parking permits. He said that as a result of the customer

service survey additional improvements to the lots have been made and that the lighting improvements were completed, as well as the landscaping which includes new signage. He said that Mikes Deli will be the new concessioner subcontracted to SoNo Station Cafe at the East Norwalk Railroad Station. Ms. Hebert said that bike racks will be installed on the New Haven side of the East Norwalk Railroad Station.

Mr. Lew said that the demands at the Yankee Doodle Garage were up 2.7% compared to last year and that the demands are down 29.1% from last month. He said that the chain link fence has been removed on the first floor.

Mr. Lew said that permit revenues are down compared to the same period last year but that permit revenue is above budgetary expectations year to date. Mr. Lew circulated the mock up of the gold card for the multi-facility parking permit and said that it has been available since April. He said that Ms. Hebert has been working with the businesses in the area that could be interested in participating in the program and offering discounts.

Mr. Lew reported on the ticket issuance and said that compared to March, April ticket issuance was down 34.9% and citation revenue was up 0.6% and that citation revenue is projected to account for 16% of system revenues. He said that tickets are now being issued on Wall Street, West Avenue, Burnell Blvd., and River Street and are mainly being given for safety issues.

Mr. Lew reported on Customer Service and said that the changes to the customer service inquiry system through the website were completed at the end of September and customers can now direct inquires directly to the appropriate staff depending on the issue that they are experiencing and that most of the permit questions have been related to the waiting list or credit card issues. He said that the Norwalk Parking Authority now has its own face book page with over 59 members.

Mr. Lew reported on the pay by cell option and said that the activity for April and that it is slightly below March levels; however, the average transaction has increased to $4.22. He said that the transaction time for meters and pay by cell is longer indicating that people are staying longer and are taking advantage of the convenient payment options.

Mr. Lew reported on the adjudication statistics and that out of the 33 appeals that went to a hearing 0 were denied, 16 were reduced, and 9 were dismissed and 8 people did not attend the hearing.

Mr. Lew gave a project status update on the facilities and lots.

3. OLD BUSINESS

Ms. Hebert said that she has met with the way finding sign contractor and they will be testing a larger, reflective sign at the South Norwalk Railroad Station and the Maritime Garage.

Ms. Hebert said that there are some inconsistencies and confusion with the on street hours of operation and that she will be reviewing this with traffic engineering and making a

recommendation for potential changes.

Ms. Hebert said that the grand opening for the public art installations at the South Norwalk Railroad Station is scheduled for June 28, 2012, from 5:30PM – 7:30PM.

4. NEW BUSINESS

Mr. Bakes suggested that the Parking Authority review the potential to change the name of the Maritime Garage to something like the South Norwalk Maritime Garage because many people think the garage is run by the Martime Aquarium and closes at 5:00PM. He said by separating the names it will help brand the garage as a public parking facility.

5. ACTION ON ANY ITEM DISCUSSED HEREIN

No discussion.

6. NEXT PARKING AUTHORITY MEETING: JUNE 27, 2012 MARITIME GARAGE, PARKING AUTHORITY OFFICES, 11 N. WATER STREET, 6PM.

7. ADJOURNMENT

**** MR. HARDEN MOVED TO ADJOURN**
**** MOTION PASSED UNANIMOUSLY**
The meeting adjourned at 7:30PM